

CPOCMA Update



Briefing for West Region

April 6, 1998

Elmer F. (Smiley)

Williams

"Civilian Personnel Professionals--Helping Leaders Meet the Mission"

DoD Regionalization Status

Regional Service Centers (CPOCs)*

Customer Service

In Operation

Scheduled

Regionalized

S

Army 10

10

96

111

Navy

74

4

8

12

Air Force

93

1

1

37

***As of January 1998**

DoD Agencies 2

4

14

Status of Regional

Servicing **OPERATING CIVILIAN PERSONNEL**

<u>REGION</u>	<u>INITIAL OPERATION</u>	<u>PERCENT OF CIVILIAN WORK FORCE SERVICED IN A REGIONALIZED ENVIRONMENT</u>
EUROPE	FY 94	100%
SOUTHEAST	FY 95	100%
NAT'L CAP	FY 95	100%
PACIFIC	FY 96	100%
NORTHEAST	FY 96	100%
SOUTHWEST	FY 96	100%
KOREA	FY 97	100%
NORTH CENTRAL	FY 97	58%
SOUTH CENTRAL	FY 97	82%
WEST	FY 98	23%
		<hr/> NET: 87%

**REGIONALIZATION IS ON SCHEDULE TO MEET OSD MANDATES FOR
REGIONALIZED SERVICING; SERVICING RATIO OF 1:88 BY FY 99**

Status by Region

Europe Region, Seckenheim, G

- ***Army Prototype***
- ***Fully Operational since Feb***
- ***95% Staffed***
- ***Serviced Population - 27,3***
- ***10 CPACs***
- ***Unified Command and Com***

Status by Region

Southeast Region, Fort

Benning, GA

Fully Operational since Sep 96

- **95% Staffed**
- **Serviced Population - 29,174**
- **18 CPACs - Includes US Army**

South

at Fort Buchanan

- **Test Site-Fort Stewart to
transition-Sep 98**

Status by Region

Army National Capital Region, Fort Belvoir, VA

- ***Began Regionalizing prior to Army L***
- ***Many Lessons Learned from their In
Operations***
- ***Fully Operational since Sep 96***
- ***Serviced Population - 22,331***
- ***9 CPACs - Includes Centralized CIPM
Servicing***
- ***Restructuring to improve Staffing S***

Status by Region

Southwest Region, Fort Riley

- **Fully Operational since Sep 97**
- **Serviced Population - 28,186**
- **12 CPACs**
- **Most aggressive effort to get Managers Connected**
 - **Highest usage of**

Status by Region

Pacific Region, Fort Richards

- ***Fully Operational since Oct 96***
- ***Serviced Population - 6,733***
- ***2 CPACs-Smallest Serviced Pop***
- ***Operational Test Site for Mode***
- ***To pick up total servicing of Ja***
NLT Oct 98

Status by Region

Korea Region, Taegu, Korea

- ***Fully Operational since May 9***
- ***Serviced Population - 8,986***
- ***4 CPACs***
- ***Only Region to Regionalize N***
- ***Time/Distance from CONUS a***
Staffing

Status by Region

Northeast Region, Aberdeen Proving Ground,

MD

- ***Fully Operational since Sep 97***
- ***Serviced Population - 37,386***
- ***20 CPACs; Largest Serviced Population***
- ***Provides servicing to***
 - ***Six BRAC activities***
 - ***14 MACOMs represented***
 - ***35% of serviced population***

Status by Region

North Central Region, Rock Island Arsenal, IL

- ***To be Fully Operational Sept 98***
- ***Serviced Population - 22,368***
- ***6 CPACs - Includes World-wide
of US Army Reserves, Fo***
- ***CYBERJOBS!***

Status by Region

South Central Region, Redstone Arsenal, AL

- ***To Be Fully Operational Sep 98***
- ***Serviced Population - 33,977***
- ***16 CPACs - Includes 9 Corps of
Installations***
 - ***Army Laboratory Demonstrati***
 - ***ATCOM/MICOM Merger in Oc***

Status by Region

West Region, Fort Huachuca

- ***Initial Operations March 1, 1998***
- ***Tenth of Army's Ten Planned Regions***
- ***Serviced Population - 20,361***
- ***14 CPACs***
- ***Lessons Learned will benefit your***

Challenges

- ***Payroll interface problems***
- ***Database maintenance***
- ***Staff Shortages***
- ***Cross-leveling of work***
- ***Concerns for Grade Creep***
- ***Working as a team (CPPOC/***

In Summary

- ***The Army cannot afford for Regionalization /Modernization to fail***
- ***We have the talent to make it work***
- ***The Army has accomplished a great deal***
- ***We have a long way to go; But We Need You***
- ***There are many transition challenges***
- ***Customer service perceptions must continue to improve***

**Please Excuse the Temporary
Inconvenience While
We Make Permanent Improvements**